



NEW YORK STATE  
OFFICE OF CHILDREN AND FAMILY SERVICES  
*DIVISION OF CHILD CARE SERVICES*

# Child Care Resource and Referral Program 2008 –2010

*Biennial Report to the Governor  
and Legislature*

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## Table of Contents

Biennial Report Purpose .....	3
Child Care Resource and Referral (CCR&R) Program Description .....	3
Funding of CCR&R Agencies and Counties Served .....	4
Summary of Data Analysis .....	8
CCR&R Contract Activities to Increase Accessibility and Improve Quality .....	20
Other CCR&R-Related Functions .....	21
New Opportunities through ARRA Funding .....	22
Ongoing Capacity Building Initiatives to Support and Strengthen CCR&Rs .....	22
Equal Opportunity and Cultural Competence .....	23
Significant Accomplishments under the CCR&R Contract .....	23
Administration and Monitoring .....	26
Conclusion .....	27
Attachments	
Attachment A NYS State Social Services Law Section 410 p-t .....	28
Attachment B CCR&R Milestone Definitions.....	31

## ***Child Care Resource and Referral Program 2008-2010 Report to the Governor and Legislature***

### **Biennial Report Purpose**

New York State (NYS) Social Services Law (SSL) 410 p-t, includes a mandate that the Commissioner of the New York State Office of Children and Family Services (OCFS) submit a biennial report to the Governor and Legislature concerning the operations of the Child Care Resource and Referral (CCR&R) program (see Attachment A). This report covers the two-year period from April 1, 2008 through March 31, 2010, and includes the following information:

- A listing of the agencies providing CCR&R services and the respective counties each serves
- Funding amount to each agency for CCR&R services
- Number and characteristics of children and families served
- Improvements in accessibility to early childhood services and quality child care
- The nature of services contracted for and additional services the agency is able to provide with other funding sources
- The amount of state and federal funding available for the CCR&R child care services
- Administration and monitoring of the CCR&R program

### **Child Care Resource and Referral (CCR&R) Program Description**

CCR&R services include information and referral services directed at educating parents who contact the agency regarding early childhood services, technical assistance to child care providers and programs, expanding the number of family day care providers, developing and maintaining provider data bases to determine service utilization and unmet needs for additional early childhood services, and providing written materials and conducting outreach to the community and employers to encourage support of all child care services. OCFS provides funding and supervision to support and enhance the child care services delivered by 36 CCR&R agencies for children and families throughout New York State as specified in NYS SSL Section 410 p-t (see Attachment A). Parents, child care providers and employers throughout New York State consider CCR&R agencies an integral component of the child care service system.

CCR&R agencies provide multiple services to the child care community, including:

- Assisting families in making informed decisions about child care by offering them centralized information on available services and by facilitating the process in finding care that meets their needs
- Educating families regarding the evaluation process necessary to determine quality child care
- Assisting families in locating financial aid to pay for child care
- Expanding the supply of child care by working with OCFS Regional Offices and Local Departments of Social Services to recruit and train new providers
- Working with OCFS Regional Offices to supply Health Care Consultancy services to assist providers in meeting the regulatory requirements of administering medication to children in care
- Enrolling and monitoring legally-exempt child care providers as required by the NYS Code of Rules and Regulations, Title 18 (NYCRR Parts 415)

- Serving as sources of information to employers who want to assist their workers with finding quality child care
- CCR&R agencies facilitate access to the Child and Adult Care Food Program (CACFP) in their respective service areas
- CCR&Rs offer training, technical assistance, publicity and other child care services designed to support and enhance providers' expertise to operate successful child care businesses
- Seven CCR&R agencies provide regional Infant/Toddler services
- Twenty-three CCR&Rs have subcontracts with 31 Local Departments of Social Services (LDSS), and two CCR&Rs have direct contracts with OCFS to provide day care registration and inspection services to family day care providers and school-age child care programs

### **Funding of CCR&R Agencies and Counties Served**

The following table lists the amount of funding to CCR&R agencies from 2008 through 2010 and indicates the counties served. Note that in New York City, Day Care Council of New York, Inc. is the lead contractor for CCR&R services. The Day Care Council of New York, Inc. subcontracts with four New York City CCR&Rs to provide services. Included in this funding are monies for the provision of services for legally-exempt providers, with the exception of New York City. The seven Infant/Toddler lead agencies are identified as "I/T lead" on the chart; the allocation for these programs is included in the total annual funding. In SFY 2007-08, funding was reduced to 29 of the 37 CCR&Rs as a result of the 2007 RFP redistribution of county allocations from the available funds. As a result, the NYS Legislature provided an annual add-on funding grant to these 29 CCR&Rs for SFYs 2007-08 and 2008-09. However, due to NYS economic challenges, there were reductions made to the State add-on funding levels in SFY 2008-09 and the State add-on funding ended 9/30/09. The funding amount for each CCR&R receiving the add-on is indicated in parenthesis for the respective report periods. *(Note: in the SFY 2008-09 column, the first funding amount indicates funding for the CCR&R contract, and the amount in parentheses indicates the state add-on funds used by the CCR&Rs. In SFY 2009-10, OCFS increased the CCR&R base funding level by 3 %.)*

CCR&R Agency	County Served	SFY 2008-2009	SFY 2009-2010
Adirondack Community Action Programs, Inc.	Essex	\$76,422 + (\$14,365)	\$78,715
Allegany County Community Opportunities and Rural Development, Inc.	Allegany	\$318,607 + (\$6,806)	\$328,165
	Cattaraugus		
	Wyoming		
*Capital District Child Care Coordinating Council, Inc. (I/T Lead)	Albany	\$1,454,885.00	\$1,494,780
	Rensselaer		
	Saratoga		
	Schenectady		
	Fulton		
	Montgomery		
Catholic Charities of the Diocese of Albany on behalf of Catholic Charities of Delaware and Otsego Counties, Inc.	Otsego	\$116,282 + (\$21,862)	\$119,770
Child Care Resources of Rockland, Inc.	Rockland	\$291,140 + (\$50,541)	\$299,874
Child Care Council of Dutchess, Inc.	Dutchess	\$413,153 + (\$16,842)	\$425,548
	Putnam		
Child Care Council of Nassau, Inc.	Nassau	\$730,846	\$752,771
Child Care Council of Orange County, Inc.	Orange	\$330,609	\$340,527
*Child Care Council of Suffolk, Inc. (I/T Lead)	Suffolk	\$996,330	\$1,022,470
Child Care Council of the Finger Lakes, Inc.	Cayuga	\$218,670 + (\$19,087)	No longer providing CCR&R
	Seneca		
*Child Care Council of Westchester, Inc. (I/T Lead)	Westchester	\$925,518	\$949,534
Child and Family Resources, Inc.	Ontario	\$205,413 + (\$17,931) Does not include Seneca	\$297,385
	Yates		
	Seneca - Added 07/09		

CCR&R Agency	County Served	SFY 2008-2009	SFY 2009-2010
*Child Care Solutions, Inc. (I/T Lead)	Onondaga	\$643,122 + (\$13,054)	\$867,344
	Cayuga - Added 07/09	Does not include Cayuga	
Chautauqua Opportunities, Inc.	Chautauqua	\$289,865 + (\$13,122)	\$298,561
Chemung County Child Care Council, Inc.	Chemung	\$181,644 + (\$34,150)	\$187,093
Chenango County Child Care Coordinating Council, Inc.	Chenango	\$110,686 + (\$20,808)	\$114,007
*Child Care Council, Inc. (I/T Lead)	Livingston	\$1,617,311	\$1,662,080
	Monroe		
	Wayne		
*Child Care Coalition of the Niagara Frontier, Inc. (I/T Lead)	Erie	\$1,241,961	\$1,275,470
Child Care Coordinating Council of the North Country, Inc.	Clinton	\$283,631 + (\$21,699)	\$292,140
	Franklin		
Community Action Planning Council of Jefferson Co., Inc.	Jefferson	\$268,685 + (\$21,197)	\$276,745
	Lewis		
Cortland Area Child Care Council, Inc.	Cortland	\$109,967+ (\$20,674)	\$113,266
Day Care & Child Development Council of Tompkins County	Tompkins	\$198,852 + (\$37,378)	\$204,818
Delaware Opportunities Inc.	Delaware	\$120,484 + (\$22,650)	\$124,099
Family Enrichment Network, Inc.	Broome	\$379,106 + (\$28,111)	\$390,480
	Tioga		
Family of Woodstock, Inc.	Ulster	\$411,869 +(\$29,724)	\$424,223
	Columbia		
	Green		
Integrated Community Planning of Oswego County, Inc.	Oswego	\$185,850 + (\$20,724)	\$191,426
Mid-York Child Care Coordinating Council, Inc.	Herkimer	\$613,791	\$632,205
	Madison		
	Oneida		
Niagara Community Action Program, Inc.	Niagara	\$265,116 + (\$13,497)	\$273,069

CCR&R Agency	County Served	SFY 2008-2009	SFY 2009-2010
Orleans Community Action Committee, Inc.	Genesee	\$184,818 + (\$16,132)	\$190,363
	Orleans		
Pro Action of Steuben and Yates, Inc.	Steuben	\$219,948 + (\$31,993)	\$226,546
St. Lawrence Child Care Council, Inc.	St Lawrence	\$182,605 + (\$23,896)	\$188,083
Schoharie County Community Action Program Corp.	Schoharie	\$77,928 + (\$14,650)	\$80,266
Schuyler County Child Care Coordinating Council, Inc.	Schuyler	\$95,752 + (\$18,002)	\$98,627
Southern Adirondack Child Care Network, Inc	Hamilton	\$246,135 + (\$17,842)	\$253,519
	Warren		
	Washington		
Sullivan County Child Care Council, Inc.	Sullivan	\$160,456 + (\$30,166)	\$165,270
NEW YORK CITY--AGENCIES SERVING ALL 5 Counties - Bronx, Kings, Manhattan, Queens, Richmond		\$6,695,417	\$6,896,279
Day Care Council of New York, Inc. (CCR&R Lead)			
Child Development Support Corporation			
Chinese American Planning Council, Inc.			
Committee for Hispanic Children & Families, Inc.			
*Child Care, Inc. dba Center for Children's Initiatives (I/T Lead)		\$350,000	\$350,000

## Summary of Data Analysis

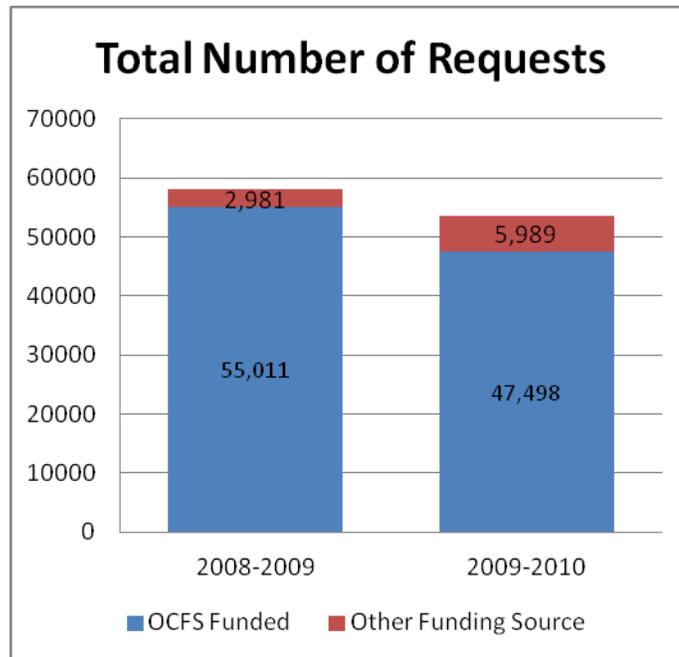
As required in the legislation, the statistics that follow describe the characteristics and the number of children and families served during this reporting period. In an effort to achieve consistency and uniformity in data reporting, CCR&Rs began using *NACCRRAware* database software in 2005.

The *NACCRRAware* databases are accessible through secure websites and allow for efficient capture, storage and reporting of data. Each *NACCRRAware* database is divided into two “sides.” One side is for client data, which includes client contact information, demographic data, characteristics of children and the type or modality of child care that the client desires. The other side of each database contains information about registered child care providers, such as contact information, type or modality of services, the age of children accepted by the provider and those special needs or other considerations that the provider can accommodate. The NYC CCR&R contractor and the four CCR&R subcontractor agencies that serve New York City each has an independent client side to their databases; however, all use a common provider-side database with information on programs in all five boroughs of New York City.

The statistical data that OCFS collects from CCR&Rs include: the number of referral calls that received information on subsidy eligibility, composition of families, schedule of preferences, reasons for seeking care, information on the ages of children served, location of care, special care needs of children, and sources of CCR&R referrals. The charts, tables and graphs on the following pages serve to summarize an analysis of the data from April 1, 2008 through March 31, 2010.

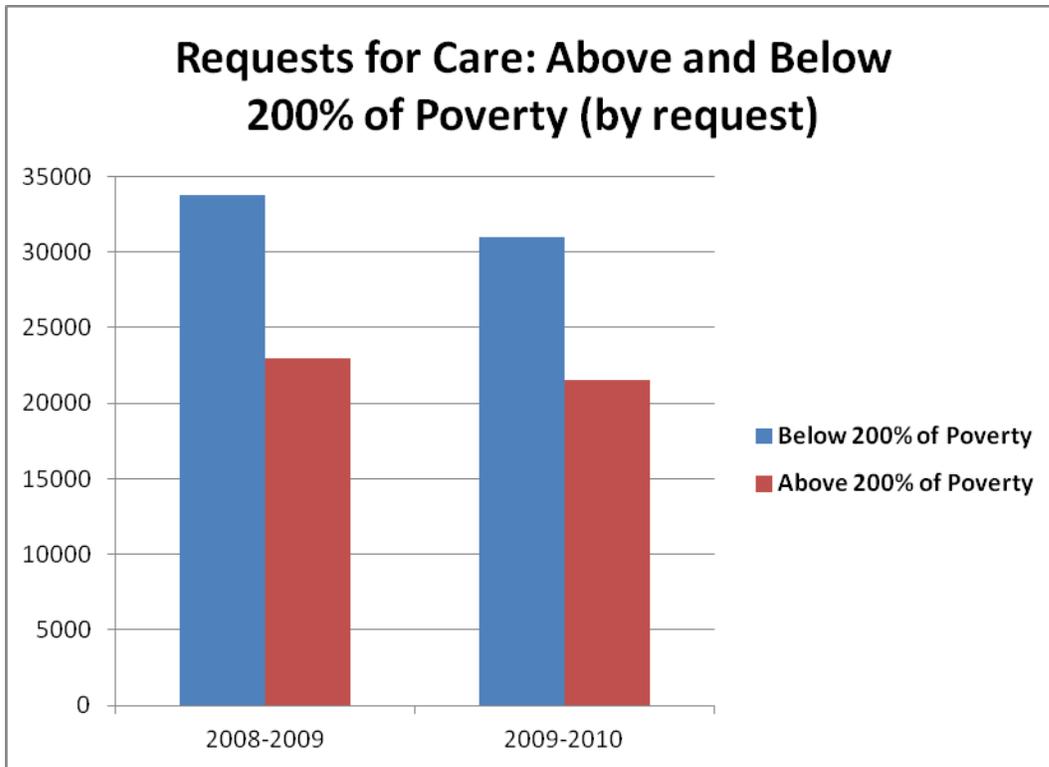
## Number of Referral Calls Received by CCR&Rs

The number of referral calls was 57,992 in the FFY 2008-09 year and 53,482 in FFY 2009-10. While it is not known why call numbers decreased over this period, current economic and employment conditions may have played a role. The vast majority of families use child care referral sources when they are becoming employed. (See chart below). If families are not working, they have no need to seek child care. In addition, families are increasingly making use of the Internet to do their own referrals. Where CCR&Rs continue to play a critically important role is for families working non-traditional hours or who have a child with special needs.



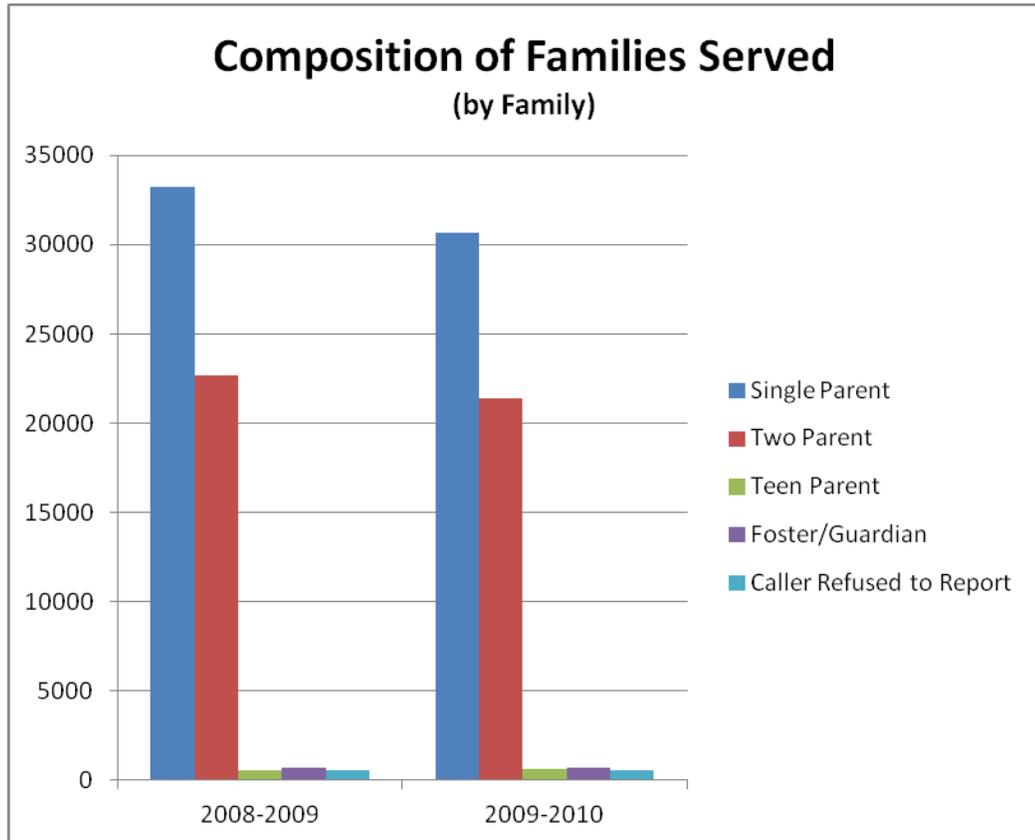
## Subsidy Eligibility of Referral Families

The majority of callers during this reporting period represented families whose income is below 200% of poverty.



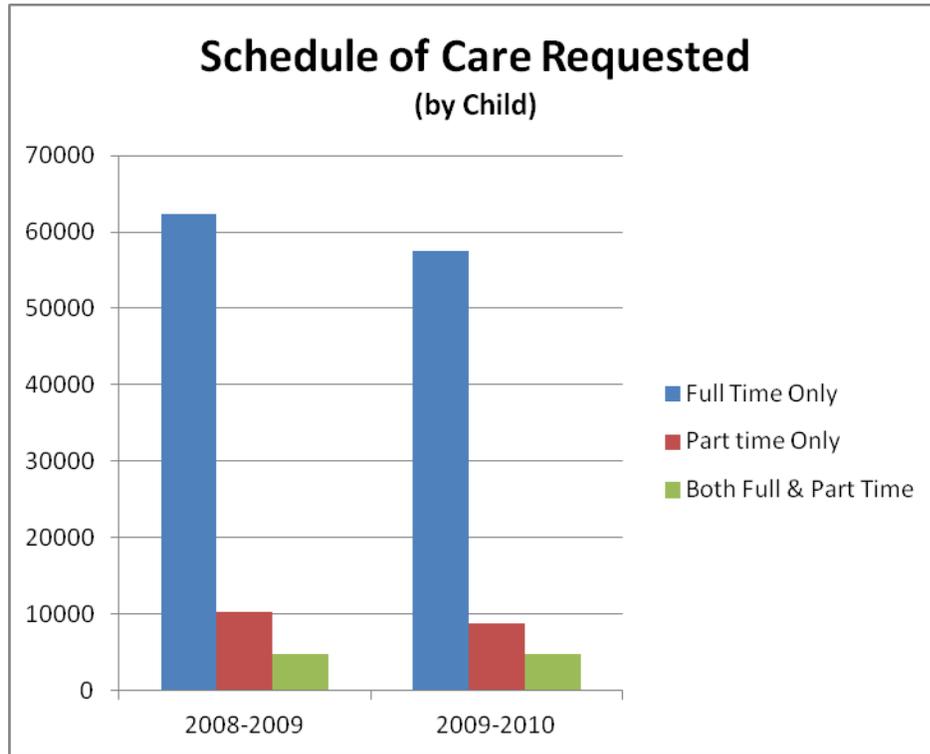
## Family Composition of those Requesting Referrals

Single-parent families continue to be the largest share of callers.

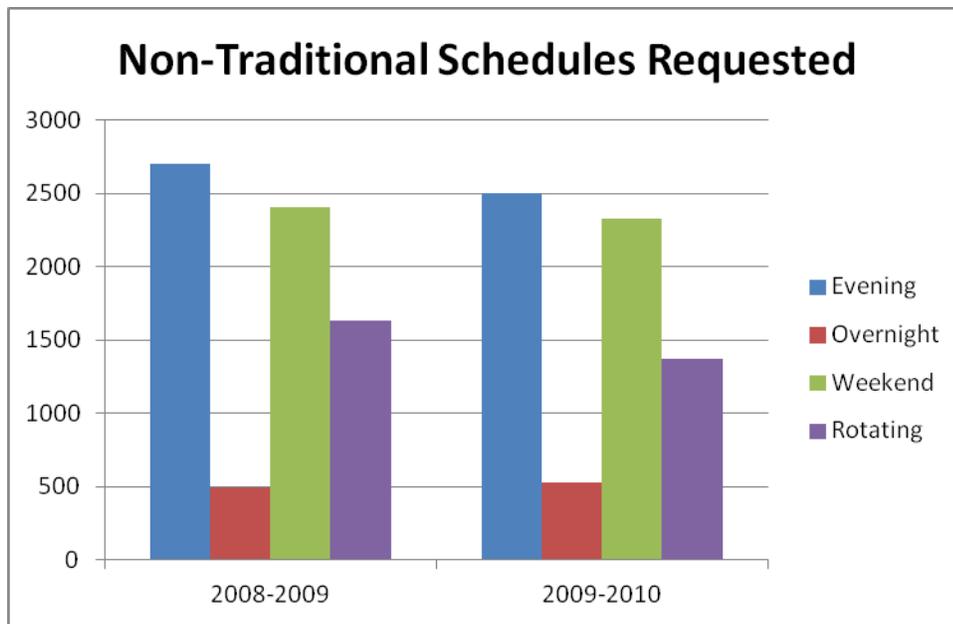


## Schedule of Care Requested

Full-time care continued to be the most requested form of care.

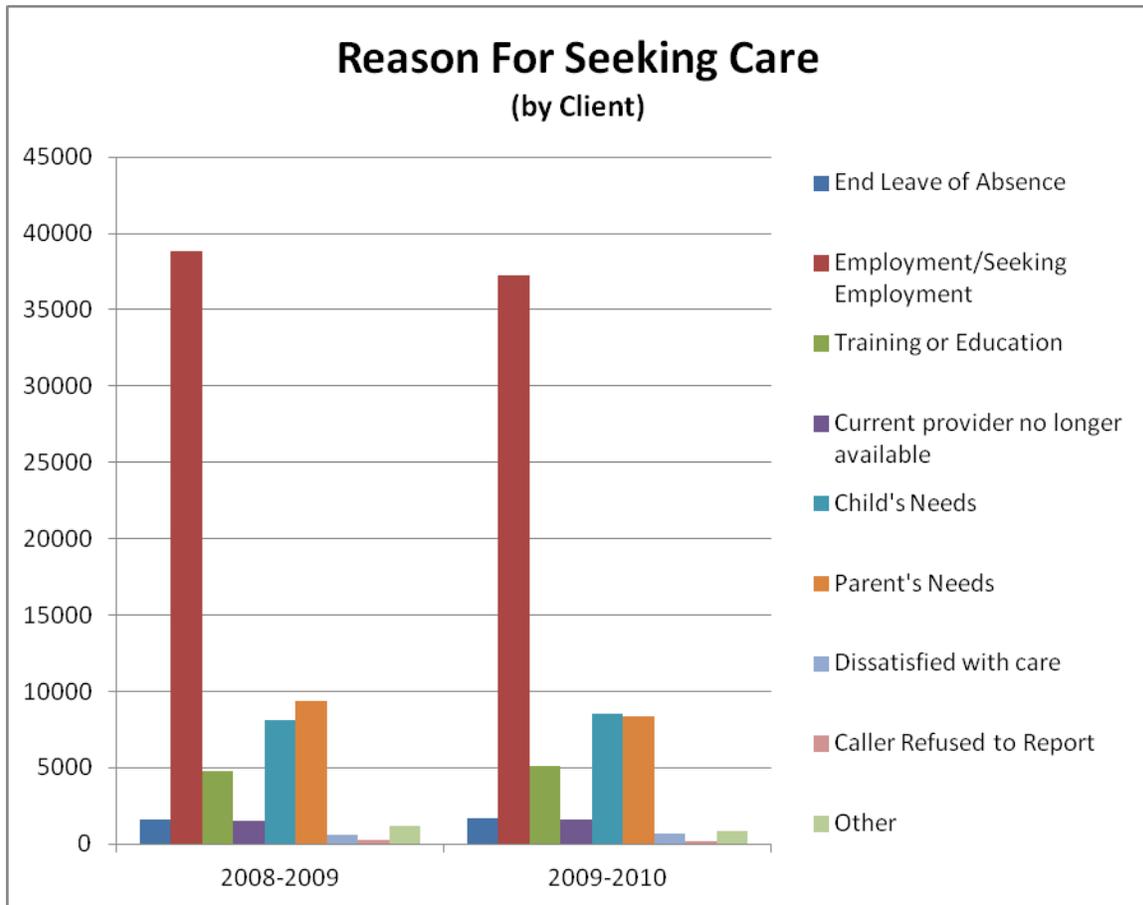


CCR&Rs received requests for child care during non-traditional hours from parents who required evenings, weekends and overnight care. Although these requests represented a small percentage of the total number of calls, CCR&Rs worked diligently with the families to locate this type of care, which is very difficult to find.



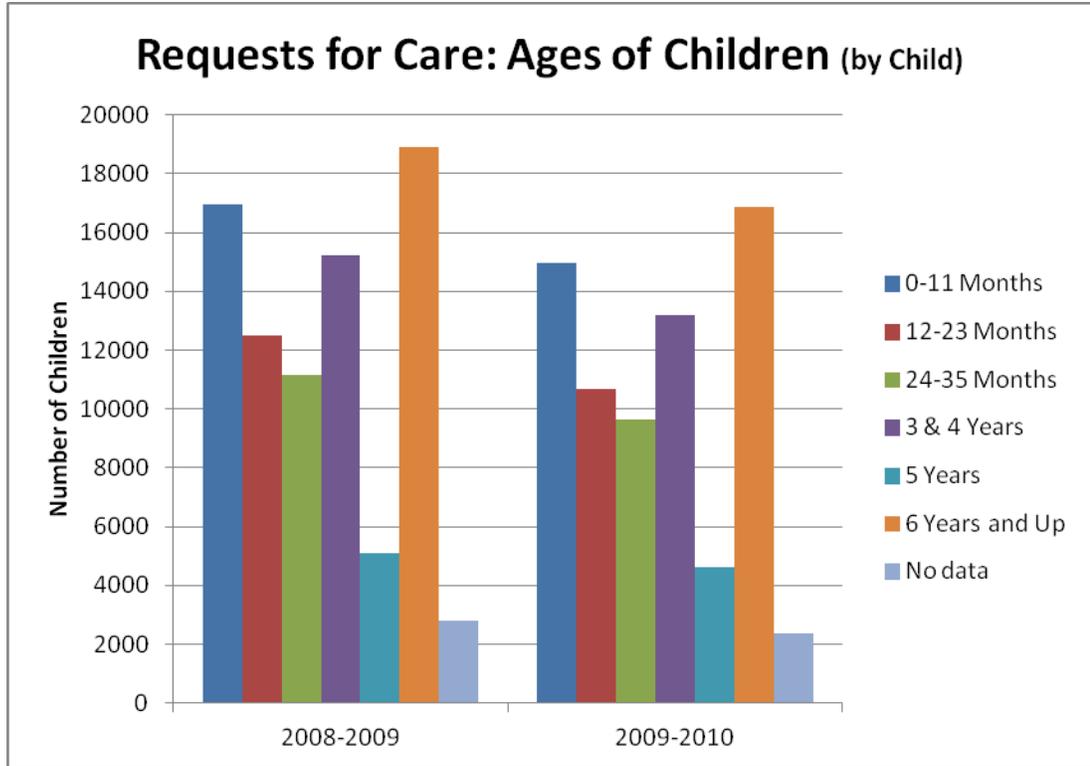
## Reasons for Seeking Care

Employment remained the most cited reason for the need for child care.



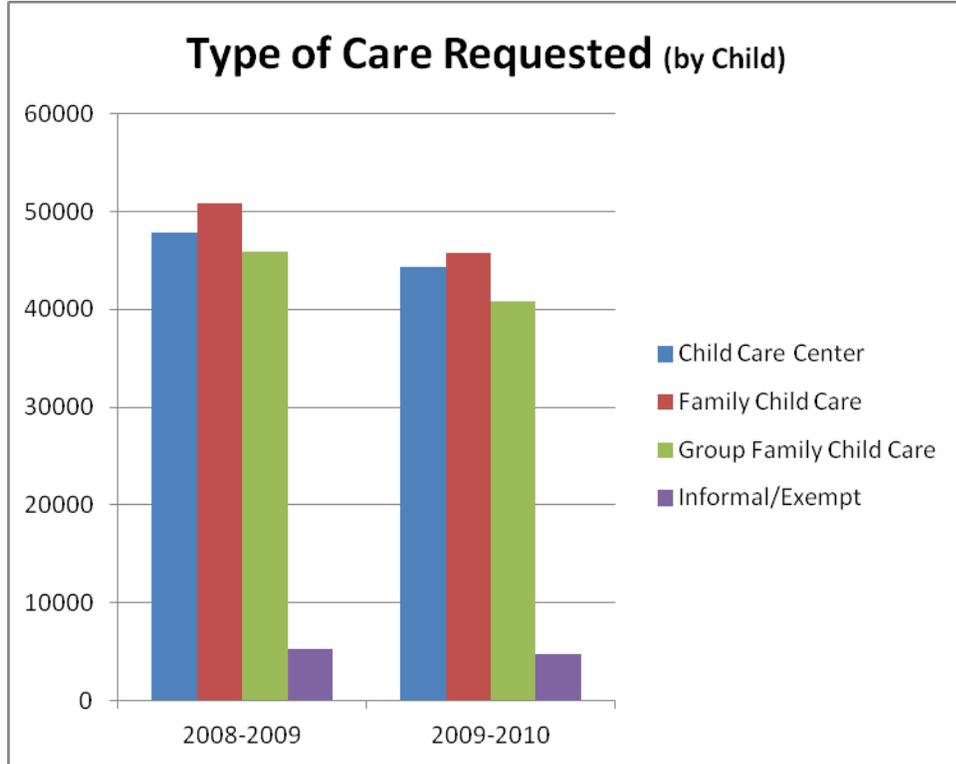
## Ages of Children When Care Was Needed

Infants and school-age children were the two primary age groups in need of child care referrals from the CCR&Rs. Infant care continued to be difficult to find due to the limited slots of care available.



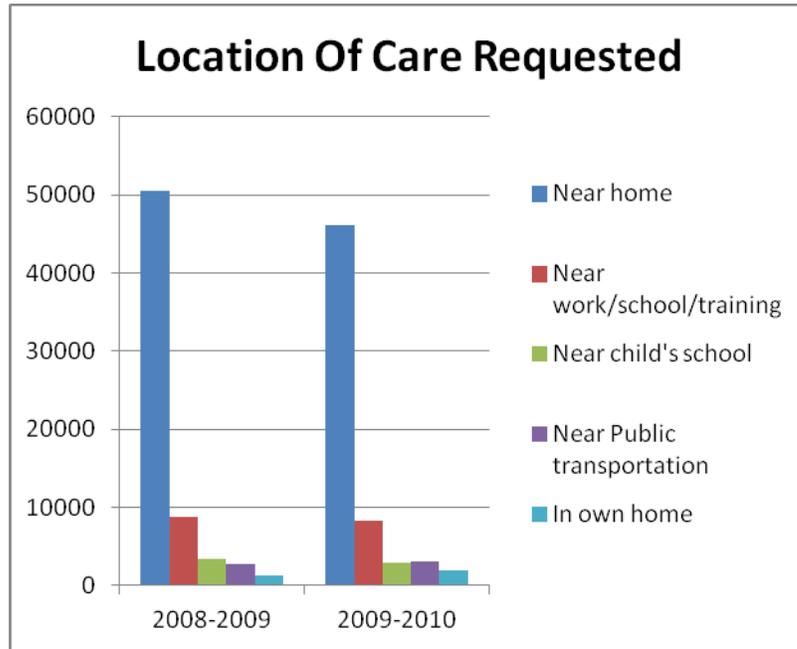
## Type of Care Requested

Across all modalities, family child care continued to be the most requested form of care. Center-based care was the second most requested form of care. A smaller number of requests were made for informal and in-home care (both exempt from state licensure and registration requirements).



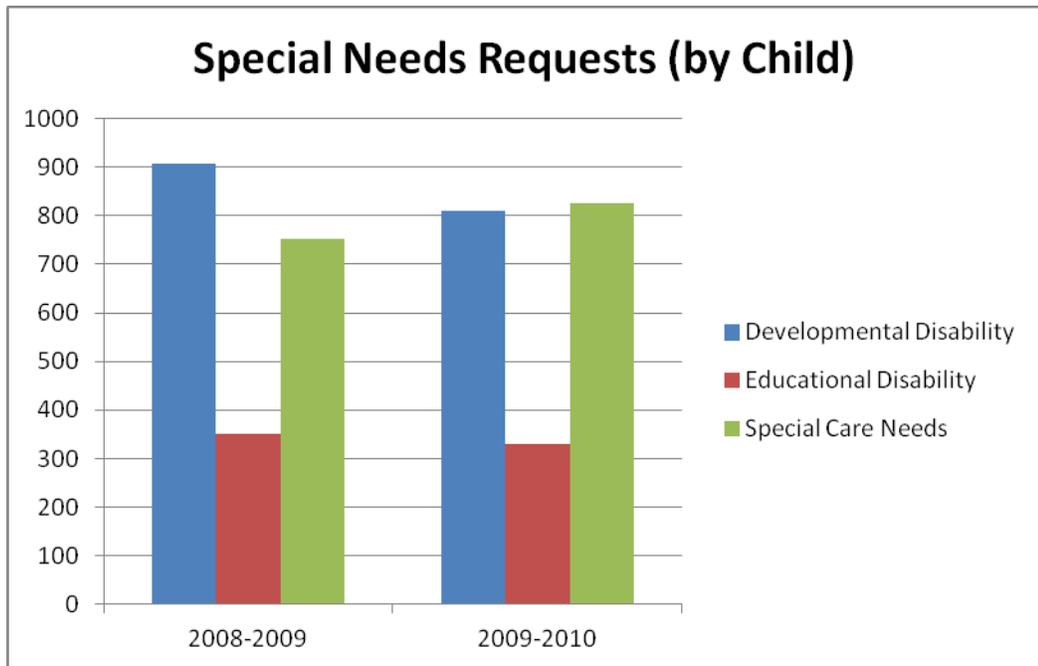
## Location of Care Requested

The vast majority of families request care that is located near their homes. Requests for child care at other locations (near work, near child's school, or near public transportation) remained a consistently small percentage of calls.



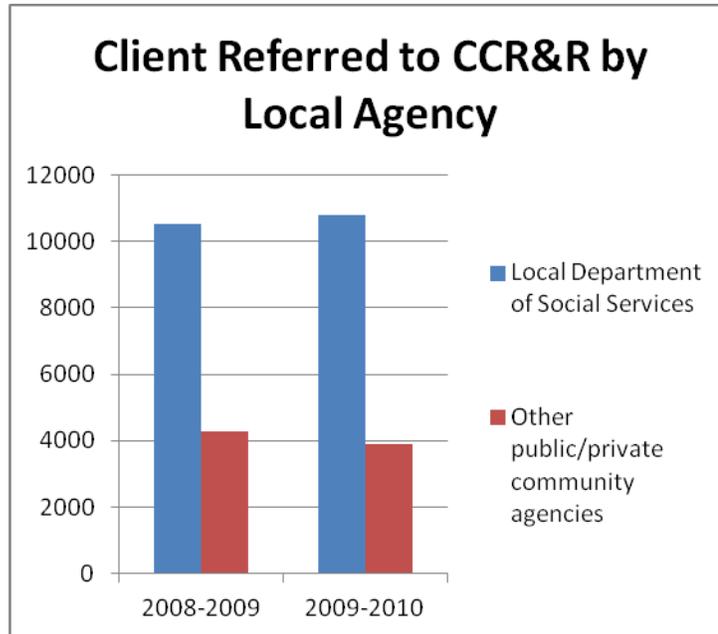
## Requests for Care for Children with Special Needs

There were 906 requests for care for children with developmental disabilities in FFY 2008-09 and 809 requests in FFY 2009-10. In FFY 2008-09, there were 351 care requests for children with educational disabilities and 331 requests in FFY 2009-2010. Requests for children with special care needs were 753 in FFY 2008-09, and 825 in FFY 2009-2010. The total number of requests for child care for children with developmental or educational disabilities and/or special care needs was 2,010 children in FFY 2008-09 and 1,965 in FFY 2009-10.

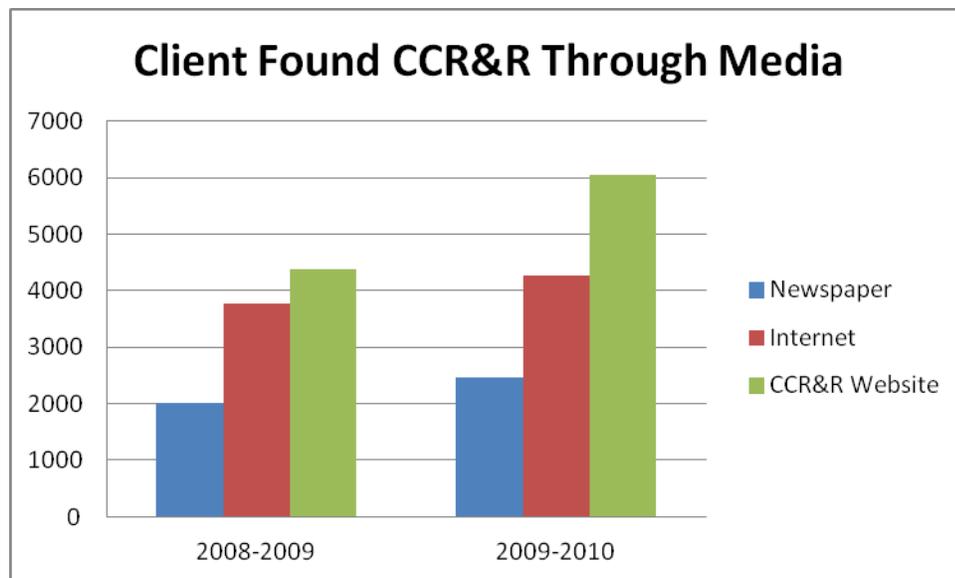


## Sources of CCR&R Referrals

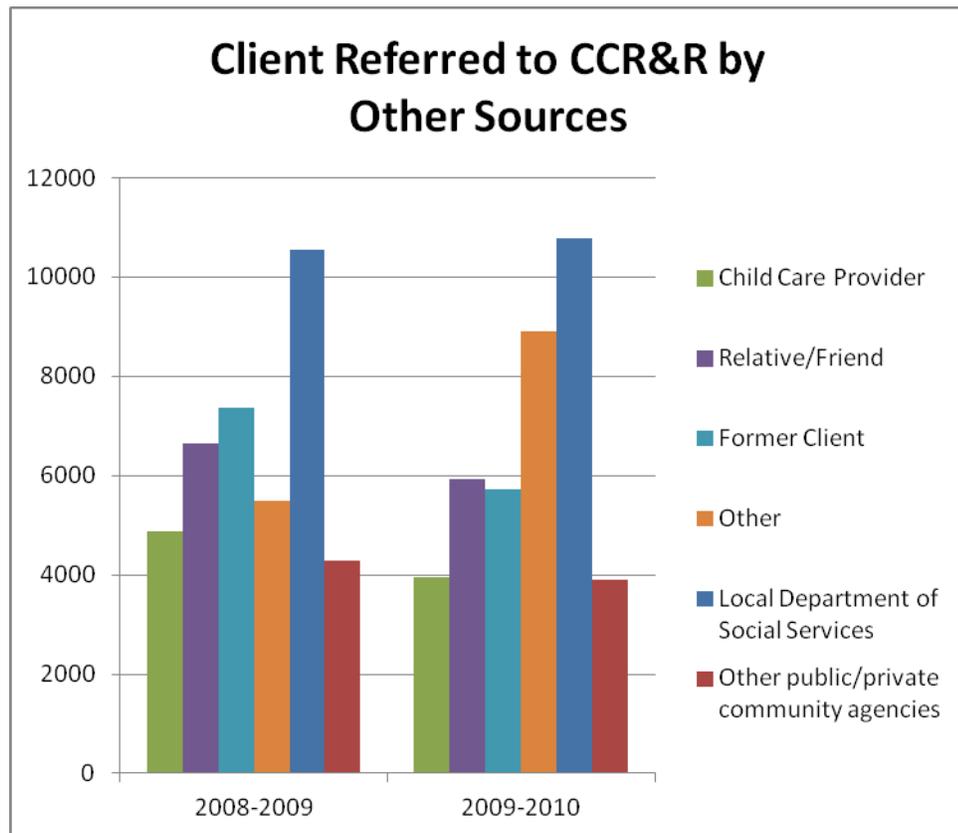
From the contract year 10/1/08–9/30/09 to contract year 10/1/09–9/30/10, the number of referrals from Local Departments of Social Services (LDSS) was over 10,000. This referral source represents approximately one in every six calls. CCR&Rs continue to work closely with LDSS in many aspects of helping parents find appropriate care for children.



Parents also report that they found the CCR&R agency through media sources. Note that the CCR&Rs' websites are an increasing source of referrals.



Other referral sources are as follow:



## **CCR&R Contract Activities to Increase Accessibility and Improve Quality**

The CCR&Rs have other funded activities that support the accessibility of early childhood services and the continuous improvement of quality child care.

***Enhanced Access to Child Care:*** One of the primary functions of CCR&Rs is to assist families in an efficient search for child care by offering a highly visible, centralized source of provider and program vacancy information to consumers. One role of the CCR&Rs is to make the child care market work more efficiently, resulting in enrollment stability for providers. During this reporting period, a number of CCR&R programs began providing families an opportunity to obtain referrals through Internet access. In FFY 2007-08, CCR&R contracts began to provide for the reporting of these referrals through the National Association of Child Care Resource and Referral Agencies (NACCRRA) *NACCRAware* Internet Mask Module (IMM), a widely used web-based information management software designed to assist CCR&Rs in providing accurate data and statistics. The IMM allows parents to search online for child care at their convenience rather than solely during the working hours of their local CCR&R agencies; this greatly improves the accessibility and ease of obtaining child care information.

In 2009, an additional component was added to the NACCRRA suite of services called “Training and Technical Assistance Module”. This database system will allow CCR&Rs to track training and technical assistance received by providers. This will further enhance referral information offered to parents.

***Follow-up on Effectiveness of Service:*** CCR&Rs are required to survey 25% of the families that contact them for assistance. The CCR&Rs conduct a follow-up assessment with this group to identify if care was found, to determine if families encountered any barriers in finding appropriate care, and to assess the quality of the services provided by the CCR&R.

***Employer Support:*** CCR&Rs encourage the involvement of local and regional businesses as partners to support existing child care. Resource development, information dissemination, and public relations activities are among the tools used by the CCR&Rs to build credibility and awareness with employers. Contact with employers is initiated through individual and public meetings. CCR&Rs stress their availability to provide ongoing technical assistance to employers as they institute child care benefits for their employees. The amount of employer funding CCR&Rs receive is directly related to the economic conditions of their geographic location, which, during these tough economic times have translated into less economic support for CCR&R activities. Despite this, CCR&Rs continue to put great effort into pursuing this much needed employer support.

## **Other CCR&R- Related Functions**

CCR&Rs provided other related functions in support of their child care communities through other funding resources as follows:

**Training:** In order to improve the quality of child care in New York State, CCR&Rs sponsor and/or conduct a significant number of training courses and workshops throughout the year. Trainings are based on child development best practices curriculum and are provided in instructional group sessions. Courses are offered to new providers, existing providers, parents, and legally-exempt providers. Training of child care providers encompasses information on the principles of child development, the nutritional and health needs of children and infants, and orientation to family child care. Providers also receive information about child care laws and regulations, the low-income child care subsidy system, ways to assess child care programs, and prevention of child abuse. In addition, training may be offered on topics such as first aid, liability protection, good businesses practices, behavior management, effective communication and positive play strategies. As OCFS contracts with CCR&Rs do not include funds for training, other funding supports this activity. Participating providers pay for the training themselves – some with resources available through the Educational Incentive Program (EIP), a scholarship program for income-eligible child care staff/providers. EIP is the primary resource used to fund much of this training. In 2009, \$463,034 of EIP funding supported training offered by the network of CCR&R agencies.

**Child and Adult Care Food Program:** The CCR&R programs are required to either directly administer or refer providers to a local sponsoring agency administering the Child and Adult Care Food Program (CACFP). CCR&Rs encourage home based day care providers to enroll with CACFP, which allows for partial reimbursement for up to three meals per child per day (one of which must be a snack), for registered and licensed family day care programs. Following enrollment, CCR&R personnel go to the family day care home to observe meal and snack preparation by the family day care provider. This enables there to be a follow-up assessment of the provider's level of retention on the nutrition and meal preparation training that has been provided. The NYS Department of Health has oversight of the CACFP program and has expanded the program to reimburse legally-exempt providers. All of the CCR&Rs, with the exception of those located in NYC, are now involved in serving this provider population as well. The CACFP on-site monitoring visits, in addition to the OCFS required on-site inspection visits, are a very valuable component to secure healthy and safe environments for children.

**Registration Funding:** OCFS entered into annual Memoranda of Understanding (MOU) with 34 LDSS to provide registration and inspection services for family day care homes and school-age child care programs on behalf of OCFS. The model was different for New York City as OCFS entered into a direct contract with the New York City Department of Health and Mental Hygiene (NYCDOHMH) for registration and inspection functions as well as licensing of group family day care homes. Of the 34 MOUs, 31 local LDSSs sub-contracted with 23 CCR&R agencies to provide registration and inspection services for family day care and school age child care programs. In addition, two CCR&Rs have a direct contract with OCFS to provide registration services. The terms of the subcontracts included responsibility for conducting all required inspections, investigation and tracking of complaints, and performing background checks including fingerprinting and related safety assessments. There were also quarterly on-site visits conducted by the OCFS Division of Child Care Services (DCCS) regional office staff to complete quarterly audits of case files and evaluate the work of the registrars. In the absence of extenuating circumstances, if a registrar failed to meet the required registration performance standards, they would have a fiscal penalty applied to their quarterly payment.

## **New Opportunities through ARRA Funding**

OCFS turned to the CCR&R network to increase the quality of infant/toddler care through funding made available through the American Recovery and Reinvestment Act (ARRA) of 2009. The ARRA funded Infant/toddler project includes the following components:

- Increasing outreach services to child care providers for the Regional Infant/Toddler Resource Centers.
- Providing the *Program for Infant and Toddler Caregivers* (PITC) to 125 infant/ toddler professionals. This cadre of trainees will include CCR&R Infant/Toddler Specialists, Early Head Start staff members, representatives from higher education and other infancy professionals.
- Funding for the Early Care & Learning Council to evaluate program results for all elements of this project.
- Funding for four pilot projects to provide on-site consultation regarding infant social- emotional development in early care and learning settings. These projects require cross-disciplinary collaboration among child care councils (CCR&Rs), mental health departments, early Head Start and other community partners.

## **Ongoing Capacity Building Initiatives to Support and Strengthen CCR&Rs**

During this reporting period, a number of initiatives have taken place designed to strengthen the capacity of CCR&Rs. A brief description of each appears below:

**Best Practices:** In 2006, the Early Care & Learning Council (formally the New York State Child Care Coordinating Council), in partnership with the network of New York State CCR&Rs, designed criteria for the distinction of “Best Practices Certified.” During this reporting period, CCR&Rs have worked towards meeting the standards with all 39 CCR&R agencies becoming Best Practice Certified. As the certification is for a period of three years, many agencies are in the process of becoming re-certified. In consultation with the CCR&R network and OCFS, it was determined that New York State CCR&Rs should undertake a national certification. The National Association of Child Care Resource and Referral Agencies (NACCRRRA) has developed an accreditation process for CCR&Rs called “National Quality Assurance.” This 30-month process fully assesses all aspects of CCR&R functioning and service delivery. The Early Care & Learning Council is coordinating this effort. For more information regarding National Quality Assurance please go to: [www.naccrra.org/programs/qap](http://www.naccrra.org/programs/qap).

**Crossroads:** In October 2008, OCFS asked the New York network of CCR&Rs to undergo a process to look for efficiencies and new ways of partnering to strengthen the CCR&R delivery system. This two-year process has involved every CCR&R within the network. Committees were established to investigate promising practices from across the state and nation. CCR&Rs continue to meet regionally to develop plans to work collaboratively. Some CCR&Rs are investigating formal merging of their agencies. New ideas have been shared with all of the CCR&Rs for further discussion and refinement. This work was completed in June 2010 with a report submitted to OCFS.

**Functional Cost Analysis:** In 2008, a second Functional Cost Analysis was conducted through a contract with the Early Care & Learning Council. This analysis was performed to determine the actual cost to CCR&Rs of providing CCR&R services. The functional cost analysis looked at seven standardized service areas: Management; Provider Database Maintenance; Community Outreach and Collaboration Activities; Provider Professional Development and Support Services; Parent Services; Employer Services, and Regulatory Services for Providers. Findings showed that costs of CCR&R services have changed since the initial analysis performed in 2003. The results from the

analysis were shared with the CCR&R network and with OCFS. Copies of the Functional Cost Analysis are available through the Early Care & Learning Council.

### **Equal Opportunity and Cultural Competence**

OCFS seeks to fund CCR&Rs that demonstrate the capacity to address the cultural and language diversity in their communities. All CCR&R agencies are charged with providing services in a manner responsive to the ethnic, cultural, linguistic, and income characteristics of the communities they service. During this reporting period, CCR&Rs accomplished this in a number of ways, including, for example, employing bilingual referral counselors and training their staff to interview parents to determine special language or cultural preferences prior to presenting a child care referral. CCR&R staff provided information concerning available subsidies and scholarships, and presented marketing and resource information in multi-lingual formats. CCR&Rs were required to include Equal Opportunity Employer (EOE) information in all press releases and employment advertisements. In addition, NYS CCR&R “Best Practices” standards require agencies to have access to language lines that offered translation services and teletypewriter (TTY) lines.

### **Significant Accomplishments under the CCR&R Contract**

OCFS, in partnership with the CCR&Rs, has in place a performance-based contract to foster greater accountability of the publicly-funded programs that require a fundamental restructuring of the contract and monitoring process for the CCR&R network. The contract milestones and associated unit costs are based on a Functional Cost Analysis of CCR&R services undertaken in July 2003. The CCR&R milestone services include information and referral services directed at educating parents who contact the agency regarding early childhood services, technical assistance to child care providers and programs, efforts to expand the number of family child care providers, developing and maintaining provider databases to determine service utilization and unmet needs for additional early childhood services, and providing written materials and conducting outreach to the community and employers to encourage support of all child care services. Using data from a statewide functional cost analysis, programs are assigned a unit of service cost for specific services such as number of referral contacts, technical assistance, and consultation (by phone and in person). Milestones are established during the contract development process and data are collected on a quarterly basis. The CCR&R performance-based contract format created quantitative standards that enhanced the service deliverables by creating a more efficient funding process for mandated services. The contract format included a revision of the milestone definitions to clarify services and accurately identify and align community need and cost analysis.

The CCR&Rs services are based on community needs and available funds. In addition to milestone services, CCR&Rs are also reimbursed through the CCR&R contract for legally-exempt enrollment services, family-based strategies and CCR&R core services. The core services include child care resource development, community outreach services and management functions. Also under the CCR&R contract, seven CCR&Rs house the Regional Infant/Toddler Resource Centers. These centers serve infant/toddler providers within a region in collaboration and partnership with other CCR&R agencies. These contract services are provided through a performance-based contract model.

***Milestone Services:*** The following chart presents the statewide annual number of services performed and the associated costs for each of these service milestones for the reporting period. Unit costs for each measurable milestone differ based on regional demographics. Also it is important to note CCR&Rs ceased providing fingerprinting services through the CCR&R contract beginning October 1, 2009 due to the fact that NYS OCFS began a new digital fingerprinting system at that time. CCR&Rs, in partnership with OCFS, have supported providers through the transition to this new fingerprinting system.

<b>CCR&amp;R Milestones</b>	<b>FFY 2008-09 Annual # of milestones Annual Cost per milestone</b>	<b>FFY 2009-10 Annual # of milestones Annual Cost per milestone</b>
Low-Income Family Information and Referral	29,227	25,858
	\$2,435,394	\$2,148,315
Non-Subsidy Low-Income Family Information and Referral	21,796	19,403
	\$1,427,863	\$1,279,716
Basic Technical Assistance	24,025	28,600
	\$1,318,459	\$1,581,978
Intensive Technical Assistance	3,771	4,310
	\$388,966	\$434,921
Fingerprinting	17,058	5,803
	\$144,434	\$61,901
Health Care Consultancy	6.302	5,741
	\$3,038,629	\$2,698,797

**Family-Based Strategies:** CCR&Rs design services under the heading of “Family-based strategies: Intensive Technical Assistance, Support and Incentives for Family-based child care, both regulated and informal.” These services are designed to meet the specific community needs of family day care, group family day care and legally-exempt (informal) providers. Services may include small grants for materials or equipment needed to become regulated or to maintain compliance and/or specific assessment and technical assistance. A total of \$3,166,298 was used during FFY 2008-09 for these activities; \$2,144,692 in FFY 2009-10.

In addition to the qualitative milestones, there are additional contractually required CCR&R milestones, which are defined as follows:

**CCR&R Core Services:** There are additional services CCR&Rs provide which include child care resource development, community outreach services and management functions. These services are funded through an annual 35% set-aside of the total CCR&R contract funds. This percentage is subject to change based on revisions to the existing services. The CCR&R Core Services funding allocations were \$7,920,163 in 2008-09 and \$7,840,668 in 2009-10.

**Infant/Toddler Services:** Funding was allocated to seven CCR&Rs that are the leads for the regional Infant/Toddler (I/T) services statewide. The Regional I/T Resource Centers created a statewide framework to promote an understanding of the importance of, and strategies for, improving the quality of care for infants and toddlers. Each region for the reporting periods 10/1/08-9/30/09 and 10/1/09-9/30/10 received an annual allocation of \$125,000 for its Infant/Toddler services, with the exception of New York City, which had an annual funding allocation of \$350,000.

Annual Milestone	FFY 2008/09	FFY 2009/10
Infant/Toddler Services	\$688,550.50	\$676,940.75
Infant/Toddler Phone Technical Assistance	\$109,981.00	\$119,112.00
Infant/Toddler Intensive Technical Assistance	\$106,433.75	\$122,720.25
Training hours	\$141,438.00	\$148,599.00

**Legally-exempt enrollment:** New York State has continued to assess the health and safety of children in legally-exempt child care settings. Legally-exempt providers are defined as individuals caring for fewer than three non-related children who are receiving child care subsidies. Legally-exempt enrollment includes the enrolling, monitoring, and inspecting of legally-exempt child care providers. These activities are done in collaboration with the Local Departments of Social Services to enhance the services related to the health and safety of children in the care of legally-exempt child care providers. New York State continues to consider parental choice as a guiding principle of the child care delivery system and believes it is the primary role and right of parents to decide the most appropriate child care setting for their children, a requirement also reflected in Federal Law.

Thus, New York's child care subsidy program provides parents with the right to select from among all forms of child care for their children, including regulated and legally-exempt child care. Therefore, OCFS expanded the New York State's child care regulations addressing the enrollment and monitoring of legally-exempt child care. The requirements are set forth in the Title 18 NYCRR Section 415.1, 415.4, and 415.9. To review the regulations in greater detail, see [http://www.ocfs.state.ny.us/main/beccs/daycare\\_regs.asp](http://www.ocfs.state.ny.us/main/beccs/daycare_regs.asp).

Funding from the federal Child Care Development Fund (CCDF) was used for the implementation of mandated legally-exempt enrollment services. The regulations include the creation of legally-exempt caregiver enrollment agencies that are responsible for enrolling, monitoring, and inspecting legally-exempt child care providers. It was determined that the CCR&Rs would be required to provide the legally-exempt enrollment services on a statewide basis in all the districts outside the city of New York. For the City of New York, the legally-exempt caregiver enrollment agency is the Women's Housing and Economic Development Corporation (WHEDCo). City-wide implementation of the legally-exempt enrollment services was phased in by borough beginning July 1, 2009 and was fully implemented by June 30, 2010.

OCFS has oversight of the performance standards of the legally-exempt enrollment agencies. In addition, quarterly reviews of case files, as well as a review of 20% on-site home visits, are conducted annually. In addition, local social services districts check each legally-exempt family and in-home child care provider against its child welfare database to determine if the provider has had his/her parental rights terminated or had a child removed from his/her care. There is also an

incentive to promote the quality of care provided in informal subsidized child care settings; the market rates require the State to establish payment rates for child care subsidies that are sufficient to ensure equal access for eligible families for child care services comparable to those provided to children whose parents are not eligible to receive assistance under any federal or State child care program. The market rates provide a higher reimbursement rate for those informal child care providers who attend at least ten hours of training annually and improve their training and skills.

**Additional Service Component** – The NYS Legislature provided state funding during the 2008-09 period to 27 CCR&R agencies in order to restore reductions made to their county funding allocations as a result of the funding methodology contained in the 2007 CCR&R RFP. These state “add-on” funds were designated to identify CCR&R communities for one-year projects. Projects were approved by OCFS. These projects included public service announcements, staff development programs, outreach to specific populations, and agency technological improvements. A total of \$746,128 was available for these activities.

**Administration and monitoring**

There were three full-time employees within the OCFS DCCS responsible for the administration of the CCR&R programs. OCFS DCCS staff was responsible for developing performance-based contracts with funded agencies, providing or arranging for technical assistance to CCR&R programs on an ongoing basis, and managing the fiscal and programmatic monitoring and evaluation of CCR&R programs.

Each CCR&R program, including the seven CCR&Rs that are the leads for the regional Infant/Toddler services, is required to submit a fiscal and program report on milestones and performance standards met and a comprehensive statistical report at the end of each quarter. DCCS staff conducted selected site visits to determine whether qualitative and quantitative milestones were met and appropriately documented. During the monitoring process, if a program is found to be out-of-compliance it is required to submit a corrective action plan, which OCFS oversees until each item on the plan is satisfactorily addressed. If a CCR&R continues to not meet its contractual requirements, the contract will be terminated and not renewed.

The Early Care & Learning Council, through a contract with OCFS, supported the CCR&Rs through technical assistance, training and coordination. This contract also included support for the statewide Infant/Toddler services. CCR&R and Infant/Toddler contracts, as well as the Early Care & Learning Council’s technical assistance contract, were funded by the federal CCDF. The cost for the CCR&R and Infant/Toddler technical assistance components of the Early Care & Learning Council contract for each year was as follows:

<b>Contract Term</b>	<b>Annual Cost CCR&amp;R Support Services</b>	<b>Annual Cost I/T Regional Support Services</b>
<b>10/1/08 – 9/30/09</b>	\$396,850	\$148,292
<b>10/1/09 – 9/30/10</b>	\$384,839	\$125,483

## **Conclusion**

All of the efforts cited above reflect the continued commitment of OCFS to support and strengthen the CCR&R network. This partnership and ongoing communication between OCFS and CCR&Rs is a formula that has facilitated success for New York State's child care system for many years.

OCFS will continue to pioneer innovative child care initiatives that enhance the safety of and promote the developmental growth of children in child care settings throughout New York State. The network of CCR&Rs will continue to be relied upon to assist in the implementation of these initiatives and to accept the challenge of continuing to enhance and improve the quality of child care in New York State. Working with the State's CCR&Rs, OCFS also will endeavor to promote the expansion of services within its fiscal parameters to meet future child care needs and reduce barriers to finding and utilizing quality child care. In particular, these efforts are required to address the unique needs of certain segments of the population, such as parents who engage in shift and weekend work, for whom expanded hours of care are needed. Also important is increased program accessibility for children with handicapping conditions, and programs that address the cultural and linguistic needs of our children. New York State remains committed to securing high quality child care for all its children.

## **Attachment A: NYS Social Services Law Section 410 p-t**

### **CHILD CARE RESOURCE AND REFERRAL PROGRAM**

#### **Section 410-p. Definitions.**

410-q. Child care resource and referral program services.

410-r. Child care resource and referral programs.

410-s. State reimbursement.

410-t. Responsibilities of the commissioner.

#### **§ 410-p. Definitions. As used in this title, the term:**

1. "Agency" shall mean a not-for-profit corporation or group of not-for-profit corporations. With respect to any county for which no appropriate not-for-profit corporation or group of corporations has submitted a proposal, such term shall mean a statewide or regional not-for-profit corporation which establishes such a corporation or shall mean a local governmental entity which provides the services authorized by this title;
2. "Resource and referral program" shall mean an agency funded pursuant to this title to provide services specified in section four hundred ten-r of this title within a defined geographic area;
3. "Early childhood services" shall mean services which include, but are not limited to, registered, certified or licensed care in family day care homes, group family day care homes, school-age child care programs; head start programs, day care centers; child care which may be provided without a permit, certificate or registration in accordance with this statute; early childhood education programs approved by the state education department; and care provided in a children's camp as defined in section one thousand four hundred of the public health law;
4. "Required resource and referral services" shall mean those services listed in subdivision one of section four hundred ten-q of this title which must be provided by each child care resource and referral program to parents and other guardians, child care and early childhood services providers, employers and communities within the geographic area served by the program, to the extent funds are available for such services;
5. "Enhanced services" shall mean additional or more intensive levels of services as listed in subdivision two of section four hundred ten-q of this title, which an agency agrees to provide in order to receive additional funding pursuant to this title;
6. "Parent" or "Parents" shall mean and include biological and adoptive parents, guardians or other persons in parental relationship to a child.

#### **§ 410-q. Child care resource and referral program services.**

1. Each agency approved to receive funding pursuant to this title shall, to the extent funds are available for such purposes, provide the following:
  - (a) Information and referral services directed at educating parents who contact the agency regarding early childhood services options and methods of selecting the best option for his or her child; referring parents or guardians to early childhood services providers; informing parents about the availability of financial assistance and tax credits;  
referral for parents in coordinating part-day early childhood services providers and programs to meet the full-day care needs of parents; referrals for parents of preschool children with handicapping conditions pursuant to section forty-four hundred ten of the education law and section twenty-five hundred forty-two of the public health law; providing written information to those who contact the agency seeking information about early childhood services; maintaining a provider resource file and a file of parents' currently seeking early childhood services;

- and publicizing child care resource and referral services as necessary to assure that the availability of those services are known to the community;
- (b) Services directed at expanding the number of available family day care providers and recruiting potential providers; providing information on licensing and registration requirements and available funding sources to potential early childhood services providers and programs; and assisting individuals or organizations to qualify as legal early childhood services providers or programs by providing information on applicable laws and regulations relating to zoning, taxes, insurance, government licensing or registration, and other matters of concern to new providers;
  - (c) Services directed at maintaining and providing information and resources on early childhood training and other relevant programs for prospective and current providers;
  - (d) Services directed at developing and maintaining provider data bases to determine service utilization and unmet needs for additional early childhood services;
  - (e) Assuring access to the United States department of agriculture child care food program for providers in the service area;
  - (f) Services directed at providing written materials and conducting outreach to employers to encourage their support of child care resource and referral services and other early childhood services; and
  - (g) Each agency funded herein shall provide services in a manner responsive to the cultural, linguistic and economic characteristics of the community served.
2. Enhanced services which an agency agrees to provide pursuant to a contract may include one or more of the following:
- (a) Services directed at expanding the supply of regulated care in areas where such care is not readily available;
  - (b) Services directed at enhancing the availability and quality of early childhood services which serve families with particular language, ethnic and cultural backgrounds;
  - (c) Services directed at meeting the early childhood services needs of children with special needs;
  - (d) Training or technical assistance services targeted to meet specific local early childhood services needs; and
  - (e) Services directed at promoting, coordinating and assisting collaborative efforts between early childhood services providers and programs to meet the local need for full-day early childhood services.

**§ 410-r. Child care resource and referral programs.**

1. The commissioner shall solicit applications for available funds from agencies pursuant to this title in a manner to ensure that agencies in every area of the state will have an opportunity to apply for funds. The commissioner shall designate areas to be served by child care resource and referral services to ensure that services are accessible statewide to the maximum extent feasible.
2. (a) In reviewing the applications, the commissioner shall consider the ability of each applicant to provide the services delineated in Section four hundred ten-q of this title. Each agency shall demonstrate that it has a viable plan to offer the required services to families in the area without regard to income, and to attract local support for additions to the required and enhanced services delineated in section four hundred ten-q of this title.
  - (b) In connection with the review of an application for funds pursuant to this title, the commissioner shall consider requests from agencies for additional funding for the provision of enhanced services.
3. In accordance with the provisions of this title and subject to funds appropriated specifically therefore, the commissioner is authorized to award contracts for the operation of child care resource and referral programs.

**§ 410-s. State reimbursement.**

1. The commissioner shall allocate annually any state funds, including any available federal funds, appropriated for such purposes among the agencies approved for funding pursuant to this title. The commissioner shall allocate such funds pursuant to a statewide formula developed by the department, which shall be based upon the relative numbers of children, children in working families, and children in low income families in each county, as defined by the department for this purpose. The commissioner shall notify the legislature prior to the implementation of any change or adjustment in the formula.
2. As a condition of receiving funds pursuant to this section, the child care resource and referral program shall demonstrate that it is receiving or has an agreement to receive funds, from sources other than the department pursuant to this title. Funds other than those paid by the department pursuant to this title may come from any other source, including but not limited to the department or other state agencies, federal programs such as the United States department of agriculture child care food program, local agencies, employers or community organizations, so long as such funds are for reasonably related services. To continue to receive funds pursuant to this section, such resource and referral program must demonstrate to the commissioner that it has secured funds or commitments from other sources or that extraordinary circumstances exist which preclude the securing of such funds.
3. All applications approved by the commissioner shall include a commitment to use appropriate accounting and fiscal control procedures which shall include the filing of an annual financial statement which has been audited as required by the department so as to ensure:
  - (a) the proper disbursement and accounting for funds received; and
  - (b) appropriate written records regarding the population served and type and extent of services rendered.

**§ 410-t. Responsibilities of the commissioner.**

1. The commissioner shall monitor the performance of agencies to assure that the terms of the contract are met, that the services are provided in accordance with the intent of this title and that funds are used as required by this title.
2. The commissioner may contract for technical support, planning, coordination and data collection services to assist agencies in offering child care resource services in unserved areas.
3. Beginning July first, nineteen hundred ninety-four and biennially thereafter, the commissioner shall submit a report to the governor and the legislature on the implementation of this title which shall include but not be limited to:
  - (a) the names of the agencies serving the counties and the counties served by a child care resources and referral agency;
  - (b) the awards made to each agency;
  - (c) the characteristics and number of children and families who have received services;
  - (d) the improvements in the accessibility of early childhood services, the improvement in quality and the expanded supply;
  - (e) the nature of services contracted for and additional services the agency is able to provide with other funding sources;
  - (f) the amount of state and federal funding available for services provided under this title; and
  - (g) the cost to the state to administer the programs funded under this title.

## **Attachment B: CCR&R Milestone Definitions**

***Low Income Family Information/Referral:*** is a service that assists low-income (TANF or subsidy eligible) families in making appropriate child care arrangements. This service is provided through in-takes, and consulting/counseling that leads to the development of an appropriate child care plan. This will include referrals to child care programs/providers that meet the family's needs (regulated care) and/or assistance in the development of a child care plan using parental care, and legally-exempt care or a combination of care options. Information provided would include but not be limited to: quality indicators, financial assistance, health/safety requirements and complaint policies. In addition these families will be provided with resource materials on how to choose appropriate child care and referrals to other human services, if appropriate. The CCR&R staff will be required to collect data on the family's eligibility for subsidy assistance and when appropriate, families are referred to the local agency administering subsidies. This service can be provided by phone, e-mail (web-based) or in person. A CCR&R may serve and count a family more than once per quarter if the family requests significantly new information and/or referral services. The unit cost includes: intake, consultation, referrals, follow-up surveys of 25% of families served, material development, data base administration and maintenance and related administrative costs. Payment is based on the number of low-income information/referrals made.

***Non-Subsidy Eligible Family Information/Referral:*** is a service that assists families who are not subsidy eligible because of income or other reasons in making appropriate child care arrangements. This service is provided through intakes, and consulting/counseling leading to the development of an appropriate child care plan. This will include referrals to child care programs/providers that meet the family's needs (regulated care) and/or assistance in the development of a child care plan using parental care, and legally-exempt care or a combination of care options. Information provided would include but not be limited to: quality indicators, financial assistance, health/safety requirements and complaint policies. In addition these families will be provided with resource materials on choosing appropriate child care and referrals to other human services, if appropriate. The CCR&R staff is required to collect data on the family's eligibility for subsidy assistance and when appropriate, families will be referred to the local agency administering subsidies. This service can be provided by phone, e-mail (web-based) or in person. A CCR&R may serve and count a family more than once per quarter if the family requests significantly new information and/or referral services. The unit cost includes: intake, consultation, referrals, follow-up surveys of 25% of families served, material development, data base administration and maintenance and related administrative costs. Payment is based on the number of non-subsidy eligible family information/referrals made. For non-subsidy eligible family information/referral services not supported by OCFS funds, fees may be charged to the family.

***Basic Technical Assistance to Regulated Providers:*** occurs when a CCR&R provides information specific to a provider/program on such topics as: best practices for providing child care, indicators of quality child programs, information on business administration practices and regulations governing program compliance issues specific to that program. All individuals working in licensed and registered programs are eligible for this service. Technical assistance is provided through all modes of written and verbal communication such as phone, email, and fax. The unit cost includes: intake and consultation, research, material development, if appropriate, and related administrative costs. Payment is based on the number of basic technical assistance service units provided. If an organization should receive funding for both CCR&R and I/T regional services, it may not include under the

CCR&R basic technical assistance milestone any basic technical assistance that is being funded separately through the I/T regional services grant.

***Intensive Technical Assistance to Regulated Providers:*** occurs when a CCR&R provides information specific to a provider/program on such topics as: best practices for providing child care, indicators of quality child programs, information on business administration practices and regulations governing program compliance issues specific to that program. All individuals working in licensed and registered programs are eligible for this service. Technical assistance is provided in person and is for duration of at least one hour in length. The unit cost includes: intake, preparation, travel time and expenses and consultation; research, material development if appropriate, and related administrative costs. Payment is based on the number of contact hours of intensive technical assistance provided, regardless of the number of people served. If an organization should receive funding for both CCR&R and I/T regional services, it may not include under the CCR&R intensive technical assistance milestone any intensive technical assistance that is being funded separately through the I/T regional services grant.

***Fingerprinting:*** The CCR&R provides fingerprinting services (both fingerprint cards and waiver cards) to all individuals required to be fingerprinted under OCFS licensing and registration regulations. CCR&R staff will refer providers to other programs offering fingerprinting, if the location and schedule of those programs is more responsive to the provider's needs. Unit cost includes conducting fingerprinting, completing waiver cards and related administrative costs. Payment is based on number of fingerprints/waivers administered.

***Health Care Consultancy Services:*** is any and all services provided to assist providers/programs in complying with the regulations concerning Health Care Plan requirements for the Administration of Medication Regulations, the care of infants and the care of mildly ill children. All licensed and registered providers/program, prospective programs/providers and legally-exempt programs/providers are eligible for this service. Services may include: technical assistance, site visits, training on the requirements of a health care plan, plan approval and plan renewal. Services must be conducted by an individual meeting health care consultant qualification. The CCR&R may employ such an individual and/or enter into a consulting agreement with a qualified individual. A CCR&R must develop a payment schedule if charges are associated with any service and indicate what services are available for free, reduced or full cost. Unit cost includes any and all services that pertain to the development or renewal of a Health Care Plan and related administrative costs. Payment is based on the number of child care providers/programs served.

***Family-Based Strategies: Intensive Technical Assistance, Support and Incentives for Family based child care (both regulated and informal):*** The CCR&R will design community specific strategies for improving the quality of care in regulated and or legally-exempt family based care. The strategies may include costs of intensive technical assistance, incentive payments to providers to participate in technical assistance services and meet quality improvement goals, small grants to meet health and safety standards to become enrolled/ registered/ licensed or maintain such approval; and other locally defined strategies. The CCR&R must establish unit costs for the strategies developed under this category. The unit costs may be distinct unit costs for different strategies. If strategies include small grants for the purchase of equipment or other materials for the provider, that portion of the reimbursement will be limited to the actual funds granted to the provider.